

ACTION PLAN FOLLOWING HEALTHWATCH INSPECTION 30 OCTOBER 2019

Concern raised	Action to be taken	Date to be completed / by whom
Relatives would like to see Future Events on notice board	Enlarge current future events area and make more prominent	End December 2019 - Administration
Manager's office not clear to visitors	Replace existing "office" sign to read "Manager's office"	Immediate - Maintenance
No box available for feedback forms	To source and make available a box for feedback in the reception area.	End December 2029 - Management
Lack of fruit snacks	Increase fruit available – ensure fruit bowls are always stocked	Immediate - Management / Administration / Kitchen staff
Increase outdoor activities	Investigate levelled area of garden with raised flower beds.	End March 2020 – Directors / Management
Seating arrangements are not conducive to conversation	Rearrange seating in communal areas into smaller groups	Immediate – Management / Care staff
Lack of artwork in corridors	Investigate additional artwork to aid orientation	End March 2020 – Directors / Management
Handrails and toilet seats in toilets/shower rooms/bathrooms not all contrasting	Investigate handrails needing replacement and obtain quotes, present to Directors for consideration (also consider repainting walls to provide contrast)	End January 2020 – Administration / Directors
Some alarm cords are not long enough to reach if resident falls	Check all alarm cords are of suitable lengths.	End December 2019 - Maintenance
Hot and Cold taps not clearly identified	Source and apply waterproof labelling products for taps.	End January 2020 – Administration / Maintenance
Not all handrails contrast with the walls	Check all handrails for contrast with walls and consider repainting walls where no contrast available.	End March 2020 - Maintenance
Signs on toilet doors too high	Move signs to 1.2m	End December 2019 – Maintenance / Administration
No orientation board/clocks available	Investigate and provide quote to Directors	End December 2019 – Administration / Management / Directors
Evacuation instructions on doors not very visible	Review existing instructions and consider enlarging	End January 2020 - Administration